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**From:** pspeas@gmail.com on behalf of Peggy Speas [pspeas@linguist.umass.edu]  
**Sent:** Friday, February 20, 2009 9:41 AM  
**To:** Williams, Catrice (DTC)  
**Subject:** Verizon service in western Ma.

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Dear Ms. Williams,

I am responding to the call for comments about Verizon service in Western Ma. I live six miles from the University of Massachusetts campus but often cannot use my Verizon cell phone service at my house. Our home is in Leverett, which is also one of the places where there are no providers for cable or dsl. This means that although my husband is Chair of the Computer Science Department at UMass, we are unable to get high-speed internet. We are not living "way out" in a rural area - We are living six miles from the state's flagship University. Verizon (and other companies) have refused to upgrade the infrastructure and extend high-speed internet service into this area because the population density does not make it cost-effective for them, yet they have no problem getting us to sign up for cell phone service that they know will not work from our home. I realize that the problems with cell service have partly to do with communities' decisions about the location of cell towers, but the inadequacy of the infrastructure for high-speed internet is a serious problem for the University's ability to attract and retain the best researchers in technology.

Sincerely,

Peggy Speas  
(Professor, Dept. of Linguistics, UMass)